

4Northumberland County Council
JOB DESCRIPTION

Post Title: Community Retrofit Advisor		Director/Service/Sector:		Office Use
Band: 5		Workplace: County Hall, Morpeth		JE ref: 4527 HRMS ref:
Responsible to: Warmer Homes Team Leader		Date: March 2025	Manager Level:	
<p>Job Purpose: The purpose of the Warmer Homes scheme is to ensure that Northumberland residents, including those who may have low incomes, are fuel poor, have disabilities, poor health or are vulnerable in other ways and/or those who live in properties that have poor energy performance ratings or are hard to heat are assisted to access domestic retrofit solutions to improve energy efficiency, make homes warmer and lower their carbon usage. To deliver retrofit advice to building owners and/or occupants within Northumberland, in accordance with PAS2035:2023 (or up to date version)</p>				
Resources	Staff	Contribute to staff training		
	Finance	Contributing to the efficient and effective running of the Council's domestic retrofit programmes and projects, invoice processing and ordering.		
	Physical	Maintain and operate key programme and project systems. Expected to frequently work away from the normal office location and will regularly deal with residents in their homes.		
	Clients	Ensure compliance with relevant legislation, council policies and procedures.		
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. To deliver retrofit advice to building owners / occupants within Northumberland, in accordance with PAS2035:2023 (or up to date version) and the appropriate Path, to allow householders to make effective decisions on the installation of energy efficiency measures. 2. Liaise with building owners, Retrofit Coordinators, Retrofit Assessors, Retrofit Designers, Retrofit Installers and Building Surveyors, where appropriate, to support delivery. 3. To provide support to the Climate Change and retrofit teams in respect of Warmer Homes and other retrofit initiatives including obtaining evidence and checking eligibility, processing invoices, records, budget monitoring, providing daily office cover also include updating records and accurately recording outcomes and monitoring. 4. Act as the point of contact for Warmer Homes to establish customer needs and advise on the range of services that the Climate Change team, other Northumberland County council services and other agencies can provide about energy efficiency and fuel poverty. To give advice by telephone, video and face to face advice as appropriate. 5. Visit customers in their own homes when required, carrying out holistic home surveys to identify energy efficiency measures required, organising measures and works to improve homes and lower fuel bills. 6. Identify and administer applications for financial assistance that may be available for retrofit schemes but also may include local authority discretionary grants, ECO/ ECO LA flex, and other funding that may be available locally and nationally for additional energy efficiency measures. Making consensual referrals to internal and external agencies. 7. Allocating jobs to retrofit team or, in liaison with the retrofit team, to contractors and in consultation with other officers, preparing appropriate paperwork for grant approval, processing job sheets and invoices. 8. Participate in training and staff development opportunities and keep up to date with new legislation and policy through attendance training courses, blended learning, etc. 9. Assist with the delivery of the Climate change Business Plan and ensure that services are customer focussed, delivered efficiently and comply with policy or strategy requirements. 10. Working collaboratively with key delivery partners to build professional relationships with stake-holders including landlords, installers and key stakeholders to raise awareness, gain support and encourage referrals into the energy efficiency and fuel poverty schemes. 11. Identify ventilation requirements from ventilation strategy and provide details to applicants. 12. Carry out routine snagging visits when required. 				

13. Provide appropriate, and customised retrofit advice to the building owner / occupant on initial engagement and inception of a retrofit project and obtain relevant information including behavioural issues, energy costs and tariffs / supplier, retrofit technologies, the retrofit process and data considerations.
14. Provide advice on how to operate a home in an energy efficient way after the installation of an energy efficient measure to include an appraisal of existing and proposed energy tariffs.
15. Attend meetings and events out of normal office hours as required by the role, some of which can be contentious.
16. Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of projects within deadlines, reporting on all relevant KPI's as and when required.
17. Provide support and technical advice to relevant officers across the Council in developing and implementing effective projects and programmes and support managers to embrace an ethos of continuous improvement.
18. Actively promote and represent the interests of the Council in relation to service activities and policies at local, regional and national level, as appropriate.
19. Attend and contribute to relevant committees, meetings and seminars and participate in task groups as required.
20. Ensure compliance with organisational requirements for Data Protection, Risk Management, Safeguarding, Health & Safety and other legal and statutory requirements along with best practice and general duty of care.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Sedentary office work with occasional need to stand, walk, lift and climb ladders
Transport requirements:	Travel to external appointments, work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion
Working patterns:	Normal office hours but flexi hours may apply if colleagues provide cover. Flexibility essential for attendance at evening and weekend meetings and events.
Working conditions:	Office based with frequent site visits including visits to building sites and both occupied and unoccupied domestic properties.

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PERSON SPECIFICATION

Post Title: Retrofit Advisor	Director/Service/Sector:	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Level 3 Domestic Retrofit Advice or willingness to obtain this qualification within 6 months.</p> <p>Minimum of at least 4 GCSE's including Maths and English grade A* to C or equivalent Qualification, or equivalent experience, of IT, administration, health or business</p> <p>A good understanding of building principles and service systems.</p> <p>Working knowledge of building maintenance, planning regulations and relevant health and safety legislation.</p> <p>Knowledge of relevant policies, procedures, trends, developments and best practice.</p> <p>Commercial awareness and an understanding of the relationship between costs, quality, customer care and performance.</p> <p>Evidence of continued professional development.</p> <p>Willingness to attend training and keep up to date with new developments.</p>	<p>Level 2 Understanding Domestic Retrofit, City & Guilds/ NVQ Energy Awareness (level 3)</p> <p>Level 3 Award in Energy Efficiency and Retrofit of Traditional Buildings.</p> <p>Level 5 Diploma in Retrofit Coordination and Risk Management.</p> <p>Qualification in sustainable and low-energy building.</p> <p>Understand the diverse functions of a large complex public sector organisation and the relevant professional issues.</p> <p>Health or social care qualification</p>	A/I
Experience		
<p>Experience of providing energy efficiency advice to householders</p> <p>Experience of a recognised domestic energy model, for example, RDSAP, SAP or PHPP</p> <p>Good financial awareness and experience of budgeting and financial procedures.</p> <p>Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders.</p> <p>Experience of customer care especially working with vulnerable groups</p> <p>Commitment to Fuel poverty / Climate Change issues</p> <p>Experience of accurately recording and monitoring outcomes</p> <p>Knowledge and understanding of policies relating to safeguarding, confidentiality, data protection and lone working.</p>	<p>Sustainability and energy efficiency industry experience</p> <p>Experience of working as a building professional within both the private and social housing sector.</p> <p>Experience in carrying out retrofit works in domestic settings.</p>	A/I
Skills and competencies		
<p>Knowledge of retrofit improvement techniques and measures</p> <p>Confident in reporting and presenting to internal and external stakeholders.</p> <p>Proficient in the use of a wide range of Microsoft Office 365 applications including Word, Excel, Outlook, Teams, SharePoint and Microsoft Forms.</p> <p>Successful achievement and personal commitment to delivering excellent services to customers.</p> <p>Proven record of excellent people skills, including good communication and interpersonal skills, including an understanding and appreciation on the needs of vulnerable groups.</p> <p>Is an effective advocate for the service both internally and externally.</p>	Advanced skills in Microsoft Office and MS Projects	A/I

<p>Maintains a professional demeanour in stressful and difficult situations.</p> <p>Excellent customer care skills</p> <p>Good negotiation and communication skills and able to persuade others to adopt an alternative point of view.</p> <p>Excellent interpersonal, verbal and written communication skills with the ability to communicate with a wide range of individuals and ability to give structured advice to people from vulnerable groups.</p> <p>Common sense approach to complex problems, ability to analyse and to deliver practical or innovative solutions.</p> <p>Ability to organise work in a logical manner and able to follow prescribed administrative and clerical procedures.</p> <p>Can show excellent team working skills, work collaboratively and can use own initiative and work independently.</p> <p>Good negotiation and communication skills and able to persuade others to adopt an alternative point of view.</p> <p>Ability and commitment to accurate record-keeping</p> <p>Successful achievement and personal commitment to delivering excellent services to customers.</p> <p>Is an effective advocate for the service both internally and externally.</p> <p>Maintains a professional demeanour in stressful and difficult situations.</p>		
<p>Physical, mental, emotional and environmental demands</p>		
<p>Generally, works from a seated position when in the office; however, there is a requirement to visit building sites and occupied domestic properties regularly, climb ladders and operate in poorly lit buildings.</p> <p>Need to maintain general awareness, with lengthy periods of enhanced concentration.</p> <p>Regular contact with public/clients in dispute/negotiation with the County Council</p>		A/I
<p>Motivation</p>		
<p>A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</p> <p>Dependable, reliable and keeps good time.</p> <p>Models and encourages high standards of honesty, integrity, openness and respect for others.</p> <p>Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated.</p> <p>Works with little direct supervision, using own initiative.</p> <p>Flexibility to attend evening/weekend meetings and providing office cover on a daily basis when required.</p>		A/I
<p>Other</p>		
<p>Able to meet the transport requirements of the post.</p> <p>The post is subject to a basic DBS disclosure to carry out home visits.</p>		A/I

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits